

05-11-00 13:48 From-

00-63

Final Service Disruption Report

Final Report: Filed 5/11/2000
Initial Report: Filed 5/10/2000
Site Affected: ALLTEL Lincoln Ne.
Switch Type: NORTEL DMS 100/200
Filed By: Tim Rupert NOC Manager 330-656-7923

Instance: Loss of Dial Tone and 911 reporting capability for 35,379 lines for 31 Minutes

This outage was caused by software incompatibility as the result of a vendor-assisted insertion of a generic upgrade to LEC0012. During the process, dial tone and the availability to 911, local and long distance was lost by 35,379 subscribers being served off this switch in Lincoln Ne. The outage began on 5/9/2000 at 22:22 local time and ended at 22:53 local time. Approximately 3500 local calls were blocked for 31 minutes.

A software switch to the unloaded redundant processor, and the removal of the LEC0012 generic load corrected the outage. All subscribers were returned to service.

For prevention of future recurrences of this type of outage, we will prevail upon the vendor to test the compatibility of his software before updating our sites.

Tim Rupert Network Operations Manager

00-063

INTEL

Service Disruption Report

Final Report: Filed 5/11/2000
Initial Report: Filed 5/10/2000
Site : ALLTEL Lincoln Ne.
Switch Type: NORTEL DMS 100/200
Filed By: Tim Rupert NOC Manager 330-656-7923

Instance: Loss of Dial Tone and 911 reporting capability for 35,379 lines for 31 minutes.

This outage was caused by software incompatibility as the result of a vendor-assisted insertion of a generic upgrade to LEC0012. During the process, dial tone and the availability to 911 was lost by 35,379 subscribers being served off this switch.

A software switch to the unloaded redundant processor, and the removal of the LEC0012 generic load corrected the outage. All subscribers were returned to service. The total time of the disruption was 31 minutes.

Tim Rupert Network Operations Manager

OUTAGE TICKET SUMMARY

1

NMC NUMBER: rowlee1:00130-223727

RUNDATE: May 10, 2000

SITE NAME : NELNC27	STATUS : C
SITE BASE : NELNC27	LOCATION : LINCOLN
SITE HOST : NELNC27	NXXNPA : 328402
WIRE CNTR : Y	
SUPERVISOR : LINCOLN CHENEY TEAM	SUP TELE :
SPEED DIAL :	CO NUMBER : 4024765923
SWITCH TYPE: DMS100	SUBTYPE : DMS100
TROUB DISP : SWITCH ALLTEL	PLANNED : N
CAUSE : SOFTWARE	SUB-CAUSE : SWITCH LOADS(BCS,LOADS
PATCH 2 SW: Y	VENDOR TT# :
OUTAGE TYPE: MAJOR	
AGENCY RPTE: N FCC: Y FAA: N	NRC: PUC: N
OUT CLASS : DESIGN SOFTWARE	OUT CAUSE : SOFTWARE LOAD MALFUNCTIONI
START DATE : 05/09/2000	START TIME : 23:22
END DATE : 05/09/2000	END TIME : 23:53
LINE/VC AFF: 35379	DUR. MINUTE: 31
RECEIVED BY: rowlee1	CLEARED BY : fultz
DATE RCVD : 05/09/2000	DATE CLRD : 05/10/2000
TIME RCVD : 22:37	TIME CLRD : 12:31
DISP 2 : rowlee1	
MT ISOLATE :	MT REPAIR :
ESC. TO :	
ALARM : CM102_M: CMO Out of Sync - INFO CM STATUS CM 0 SWITCH OUT OF	

ACTION TAKEN ON TICKET ... (ORDERED BY J_DATE AND TIME)

05/09/00 22:37 rowlee1 lec load update

- 23:46 elijah Ron Palner the local CO tech called and reported that they have lost dial tone as of 23:22 EST. They are working with Bob Procter who is the software application rep for Nortel. They are also working with ETAS but have not given a contact name yet.

23:57 elijah Per Ron Palner who is working the upgrade as onsite tech for alltel, they loaded the new load on one side of the front end and they found that there was a loss of dial tone for all customers in the office. I did see that they have done a warm swact on the front end but I have not recieved any contact on whether this has helped with the dial tone. I am currently waiting for contact from either the central office or the Lincoln noc center.

05/10/00 0:25 elijah Per Linda at the Lincoln Noc, dial tone
was restored after 30 minutes. Nortel
performed a warm swact to the front end
to clear the trouble.

7:16 dumke PER DONNY YOUNG AT ETAS LINCOLN DMS
WENT BACK TO LEC00009 LOAD, COULD NOT
PROCESS CALLS WHEN WAS AT LEC 12 LOAD.
UT05277 ETAS, UT05277A FOLLOW UP AND
UA00164 FOR SOFTWARE DELIVERY.

OUTAGE TICKET SUMMARY

NMC NUMBER: rowlee1:00130-223727

2

RUNDATE: May 10, 2000

05/10/00 12:28 fultz Subscribers to this host switch were
without 911 service for 31 minutes.
Faxed copy of report to FCC @ 202
418-2812.

12:31 fultz Edit it FCC report